

West Whitlawburn Housing Co-operative Ltd

Winter 2016 Newsletter



WWHC Wins Top National Award

The Chartered Institute of Housing in Scotland has honoured WWHC at its annual awards dinner held on Friday, 11th November 2016 in the Hilton Double Trees Hotel in Glasgow.

WWHC scooped top prize in the Environment and Sustainability Award category for our Biomass Energy Project which was deemed by the judges to be “the best in Scotland”.

Pictured are WWHC Committee and staff members Susan Anderson (Chair), Anne Anderson (Vice Chair) and Stephanie Marshall (Depute Director) accepting the award on behalf of WWHC.

“ Susan said “It is a great honour to receive and the project is certainly ground breaking and it is fantastic our efforts have been recognised in this way”.

“ Stephanie said “The project has been a very difficult project to finance and manage. It was not without its difficulties in the early stages, but it is delightful to see very high levels of tenant satisfaction with the project currently and also delightful that the Institute has chosen to honour us in this way”.



Winner



The Billy Hunter Award 2016

West Whitlawburn Housing Co-operative was delighted to host the presentation event for the inaugural Billy Hunter Award for commitment to education. WWHC established this award in commemoration of Billy Hunter, a former Chairperson of WWHC, who sadly passed away in August 2015.

Billy was a self taught font of knowledge and wisdom and then in his late fifties decided to formalise his education and gained a Bachelor of Arts degree from Glasgow University.

Billy placed a great emphasis on education in relation to his very firm beliefs and actions in relation to alleviating poverty, discrimination and disadvantage.

Pictured at the ceremony held on the 14th December 2016 (Billy's birthday) are Anne Anderson (Vice Chair WWHC) Dick Geater (Billy's cousin) and this years award winners, Keen and Hope Tsuru and Jade Gourlay, this years runner up.

Dick said

“Many congratulations to Keen, Hope and Jade on their outstanding successes and we hope that The Billy Hunter Award will further inspire Keen, Hope and Jade, and many other pupils and students in the future to further academic achievements.”



Low Rise Window Replacement Contract



The Co-operative is delighted to advise that we have secured funding to allow a full Low Rise Window Replacement Contract to be carried out this financial year.

The tender process has been completed, and the contractor CMS Window Systems has been appointed to carry out the works.

A pre-contract meeting was held with the contractor on 3rd November 2016. Due to the lead in time to manufacture the windows, we have agreed the programme of installation to commence Monday 9th January 2017 with projected completion by the end of February 2017. Four properties per day have been programmed and the sequence of blocks are as follows:

- ⇒ Clifton Terrace
- ⇒ Hilton Terrace
- ⇒ Belmont Road
- ⇒ Albany Terrace

As with all contracts of this nature a survey requires to be carried out in all properties to enable the contractor to confirm window measurements, inform tenants of what will be involved and identify any assistance required. These surveys commenced in November 2016.

A letter will be issued advising the date for replacement in line with the contractor's programme. The contractor has advised that the installation work will take 1 day to complete in each property.



To help the contract run smoothly and on programme your co-operation in providing access on dates requested would be very much appreciated.

If you require any further information please do not hesitate to contact a member of the Property Section at the Co-operative's Office.



What is Condensation?

Condensation is simply the Moisture caused by everyday living.

Moisture is absorbed into the warm atmosphere of your house and when the house cools down the moisture rests on cool surfaces. The result is condensation.

Condensation is often caused by cooking, baths & showers & washing & drying clothes.

The most common sign of condensation is water collecting on the inside of windows or on the window sill.

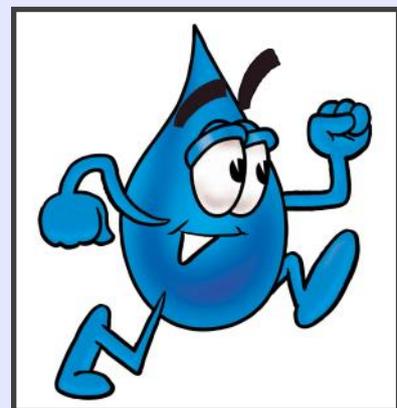
It is most noticeable when it forms on non-absorbent surfaces, i.e. windows or tiles, but it can form on any surface and it may not be noticed until black mould growth, rotting material, peeling of decorations or damage to clothes occurs.



Black mould removal is relatively easy if you have the right materials. Mould steriliser and killer can be bought in spray form from most supermarkets and DIY stores.

Top Tips to Avoid Condensation in your Home

- Open windows whenever you can and keep trickle vents open
- Close the bathroom door whenever you bathe/shower
- When filling the bath use cold water first then add hot
- Dry your clothes outside whenever possible
- Leave a gap between furniture and cold walls
- Keep lids on pots when cooking
- Having pets and house plants can increase moisture





WHITLAWBURN HUB



Whitlawburn Hub is a Digital inclusion project supporting members of the local community with access to online job searching, Universal Credit, CV's, Cover Letters and Benefit applications. We have a dedicated member of staff available at all times to help out.

If you are looking at getting back into employment or wish to update your CV why not pop along!!

Whitlawburn Hub drop- in opening times

Monday 10am – 4pm

Wednesday 10am – 4pm

Friday 10am – 2pm (Starting 2nd December 2016)

Whitlawburn Hub

Whitlawburn Community Resource Centre

57 Belmont Road

Whitlawburn

Cambuslang

G72 8PG

Tel: 0141 641 5005 Email: hub@whitlawburncrc.org.uk



Whitlawburn Community Energy

Arrangements over the Christmas holiday period 2016

Below is some information which will be of use over the holiday period.

Heat and Hot Water

If you have any problems with the heating system over the Christmas and New Year period, please contact Concierge in the first instance.

Friendly Credit

Friendly Credit periods are set times when your vPro meter will not stop your energy supply even if credit runs out.

During the friendly credit period if you run out of credit **you will still be charged for your heat and hot water**, and when you next top up, the payment will pay off the amount used during the friendly credit days and any remaining balance will show as a credit on your meter.

The vPro payment and metering customer service will be closed from Friday 23rd December 2016 and reopens on Tuesday 3rd January 2017 so the friendly credit facility will be activated during this time.

The friendly credit days will start on Thursday 22nd December 2016.

Your meter must be in credit or in their emergency credit at this time, for the friendly credit to be activated

The friendly credit days will end at 9.00 am on Wednesday 4th January 2017.

Once the friendly credit period has finished and if you have no credit, **your heat and hot water supply will be stopped until you top up more than the friendly credit used.**

Emergency Credit

Emergency Credit provides a temporary amount of credit in case you are unable to top up and your credit is about to run out. The low credit alarm will sound when no credit is remaining on the system and an alert is provided at the bottom of your In-Home Display. Please click this alert and press OK to confirm that you accept the emergency credit.

You can also enable Emergency Credit through the Heat Usage Account Screen.



The amount of emergency credit that is available is fixed at £5.00. When you next top up, your emergency credit fund will be topped up first so please top up more than the emergency credit.

Top Ups

If your automated top up has not taken place within a reasonable amount of time, you can enter the vend code directly. Simply select HEAT on your vPro unit and you can enter your vend code using the touch screen key pad. If you have topped up by Payzone your 20 digit vend code will be printed on your receipt. The payment card is unique to your meter so there is no risk of losing any credit if you lose your card. You can still top up without your payment card by using the unique payment card reference number. It would be useful for you to keep a note of this.



West Whitlawburn rent comparison

West Whitlawburn Housing Co-operative has recently carried out research into the amount of rent charged by other registered social landlords who have multi storey properties and provide a twenty four hour concierge service. We are pleased to report that as well as charging a competitive rent for this property type, WWHC also provides services that many others don't such as laundry and community rooms.

We are confident that we provide a high quality service to our multi storey residents and our rents reflect this. Tenants pay their rent in the expectation that we make good use of it. Each penny of rent money received is spent wisely to ensure the best value possible for tenants. Although multi storey tenants pay a higher rent charge compared with other property types, they are also receiving more services.

Providing an effective and high quality service which meets the needs and expectations of our tenants as efficiently and cost effectively as possible is of huge importance to WWHC. Our Tenants' Satisfaction Survey results show that tenants believe we are achieving this.



Warm Homes Discount Scheme

You could be entitled to a payment of £140 towards your electricity bill



You may be eligible if you're on a low income or receive certain means tested benefits.

Contact your electricity supplier to see if you are eligible and find out how to apply for the discount.

Christmas & new year opening times

- The housing office will be closing on Friday 23rd December and will re-open on Wednesday 4th January. If you have an emergency please contact the concierge station via your handset or by calling 0141 646 1924. Let us take this time to wish all our tenant and members a Merry Christmas and a Happy New Year.



South Lanarkshire Council
Housing Benefit/Council Tax

0303 123 1011

Scottish Welfare Fund Crisis
and Community Care Grant

0303 123 1007

NHS 24

111

Concierge Station

0141 646 1924

Police non emergency

101

Community Resource Centre

0141 641 5005

Scottish Water

0845 601 8855

Scottish Welfare Fund

0303 123 1007

Cambuslang Citizens Advice

0141 646 3191